



Aug. 21, 2015

This week:

- Service changes with *Tokitae* out for safety certifications
- Service disruptions and vessel repairs
- #WSFContest winners announced
- Project team takes action to address odors in Mukilteo
- Customer compliment

Service changes with *Tokitae* out for safety certifications

We'll be stretched thin next week. Starting Monday, the *Tokitae* will be out of service for at least a week for re-certification of its evacuation equipment. With the *Elwha* still out for repairs, this leaves us with no large standby vessels and requires us to shift ferries around to cope with the decrease in capacity. Here's what the changes look like:

- The 124-car *Cathlamet* will move from the Fauntleroy/Vashon/Southworth route to fill in for the 144-car *Tokitae* on the Mukilteo/Clinton route, resulting in 20 fewer vehicle spaces.
- The 87-car *Evergreen State* will fill in for the *Cathlamet* on the Fauntleroy/Vashon/Southworth route, resulting in 37 fewer vehicle spaces.

This reduced capacity will result in longer than usual wait times on these routes. Evacuation equipment on each of our vessels is inspected and re-certified every two years. This work is essential for the safety of the vessel, crew, passengers and others who our crews assist during emergencies. We apologize for the inconvenience these important inspections cause our customers.

Service disruptions and vessel repairs

It's been a tough week for ferry breakdowns. Three of our vessels had equipment issues that led to service delays this past week:

- On Aug. 14, the *Walla Walla* was taken out of service on the Edmonds/Kingston route from 9:30 a.m. to 5:40 p.m. while crews repaired a faulty electrical component.
- Tuesday, Aug. 18, the *Kennewick* was taken off the Port Townsend/Coupeville run from 8:45 a.m. to 2:45 p.m. while crews fixed an issue with one of the vessel's propellers.
- Yesterday morning, the *Salish* was out of service on the Port Townsend/Coupeville route from 8:45 a.m. to 1:15 p.m. while crews fixed a critical computer screen in one of the wheelhouses.

We recognize the disruption and frustration breakdowns can create for our customers, and are working on several fronts to reduce the frequency of these issues going forward. I would like to take a moment to also recognize our repair crews, who responded swiftly to get each vessel back into service the same day.

#WSFContest winners announced

With the extraordinary effort that goes into getting people from point A to point B every day, I find it's inspiring to take a step back and look at the bigger picture sometimes. That's why I was so happy to see the out-pouring of love and enthusiasm from participants in our first ever ferry photo contest! Our weeklong [#WSFContest](#) on Twitter ended Monday with more than 200 lovely photographs submitted. It was no easy task, but our judge selected five winners to receive a behind-the-scenes tour of a ferry, along with bragging rights! Check out a few of the winning photos below and see them all, in higher resolution, on our [Flickr page](#).



Project team takes action to address odors in Mukilteo

I'd like to commend our staff for their quick response to community concerns in Mukilteo. We're removing an old pier to make way for our [new multimodal facility](#) in Mukilteo, and the smell of creosote from the site was bothering some of our neighbors. Our staff took quick action by meeting with neighbors to carefully listen to their concerns, conducting air quality monitoring to learn more, and charting a course to reduce odors. We strive to be good neighbors by listening attentively and addressing tough issues head-on. The Mukilteo project team's quick, thorough response exemplifies this commitment.

Customer compliment

As you know, summer is a busy time for us. Even with our best efforts, the huge spikes in summer ridership exceed capacity, which can leave some customers understandably frustrated. In these situations, our employees' positive attitudes and commitment to service can make a big difference. Here's a note from a customer who felt that difference:

"This was the day after the 4th of July and it was extremely busy. Karen Sayers (ticket seller at Southworth Terminal) didn't show it. She was being asked questions left and right — she even handled upset people. She stayed professional and helpful the whole time. It made for a stress-free wait and boarding experience. Thank you Karen for being so cheerful and calm."

Lynne Griffith
Assistant Secretary WSDOT/Ferries Division

Hyperlinks within this email:

#WSFContest: twitter.com/wsferries/

Flickr page: www.flickr.com/photos/wsdot/sets/72157657078838818

New multimodal facility: www.wsdot.wa.gov/projects/ferries/mukilteoterminal/multimodal/

Weekly updates are available on the WSDOT Ferries Division website at www.wsdot.wa.gov/ferries/weekly.

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